

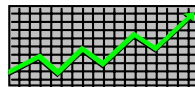
SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

JOB READY PHASE

2001 Summary Report

National and Service Delivery Network (SDN) Results and Performance Trends

Bringing the
"Voice of the Customer"
into Decision-making



Surveys and Research Staff
Data Management Office
Veterans Benefits Administration
April 2002

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Executive Summary

- Of those who had either completed or withdrawn from the program, 76.4 percent were very or somewhat satisfied with the VR&E program as a whole. This *did not differ significantly* from the previous year's performance of 74.0 percent.
- Nationally, 50.0 percent of respondents were very or somewhat satisfied with the employment services received during the course of their VR&E program. This question was reworded in 2001 and thus is not comparable with the overall satisfaction with employment services question from the 2000 survey administration.
- The following items were identified as an area of importance to satisfaction with employment services on which VA is performing well (more than **75** percent of veterans indicated satisfaction):
 - Respondent is very or somewhat satisfied with occupational/vocational goal selected during planning phase.**
 - Number and length of counseling sessions is adequate to respondent's needs.**
 - Counselor was very or somewhat responsive to respondent's primary method of contact.**
 - Counselor fully addressed all questions, concerns and complaints.**
- The following items were identified as areas of importance to satisfaction with employment services on which VA could be performing better (less than **60** percent of veterans indicated satisfaction):
 - Counselor is knowledgeable regarding employment markets.**
 - Counselor is resourceful.**
 - Counselor is concerned about quality of job placement.**
 - Specialist/counselor was very or somewhat helpful in finding respondent's current job (of those who needed help).**
- These four areas were identified as having the greatest influence on whether or not a veteran will be satisfied with the employment services received. VA should focus on improving and/or maintaining customer satisfaction in these areas in order to ensure veteran satisfaction with employment services:
 - Counselor gives good information and advice.**
 - Counselor provides assistance according to respondent's individual needs.**
 - Counselor is concerned about the quality of respondent's job placement.**
 - Counselor is knowledgeable regarding employment markets.**

Executive Summary

- VR&E's **performance increased** on these customer service items between 2000 and 2001. A summary of 2000 and 2001 national performance on each of the items follows below:

Question	2000	2001
Percent who were very or somewhat satisfied with occupational/vocational goal selected during planning phase of program	73.8	77.4
Percent who agree or strongly agree that counselor has provided assistance according to their individual needs	60.1	64.3
Percent who agree or strongly agree that counselor understands their vocational goals	67.2	70.3
Percent who agree or strongly agree that counselor shows a caring and compassionate attitude	67.7	71.0
Percent who agree or strongly agree that counselor listens to their needs and concerns	68.9	73.6
Percent who agree or strongly agree that counselor is available when needed	58.8	61.8
Percent who were able to access counselor's voice mail and have call returned	83.1	85.5
Percent who thought counselor fully addressed all their questions, concerns and complaints	72.8	77.1
Percent who thought it was very or somewhat easy to obtain information from the VR&E program	64.8	68.1
Percent who would recommend this program to other disabled veterans	89.9	92.4

- VR&E's **performance did not decrease significantly** on any customer service items between 2000 and 2001.

Introduction and Methodology

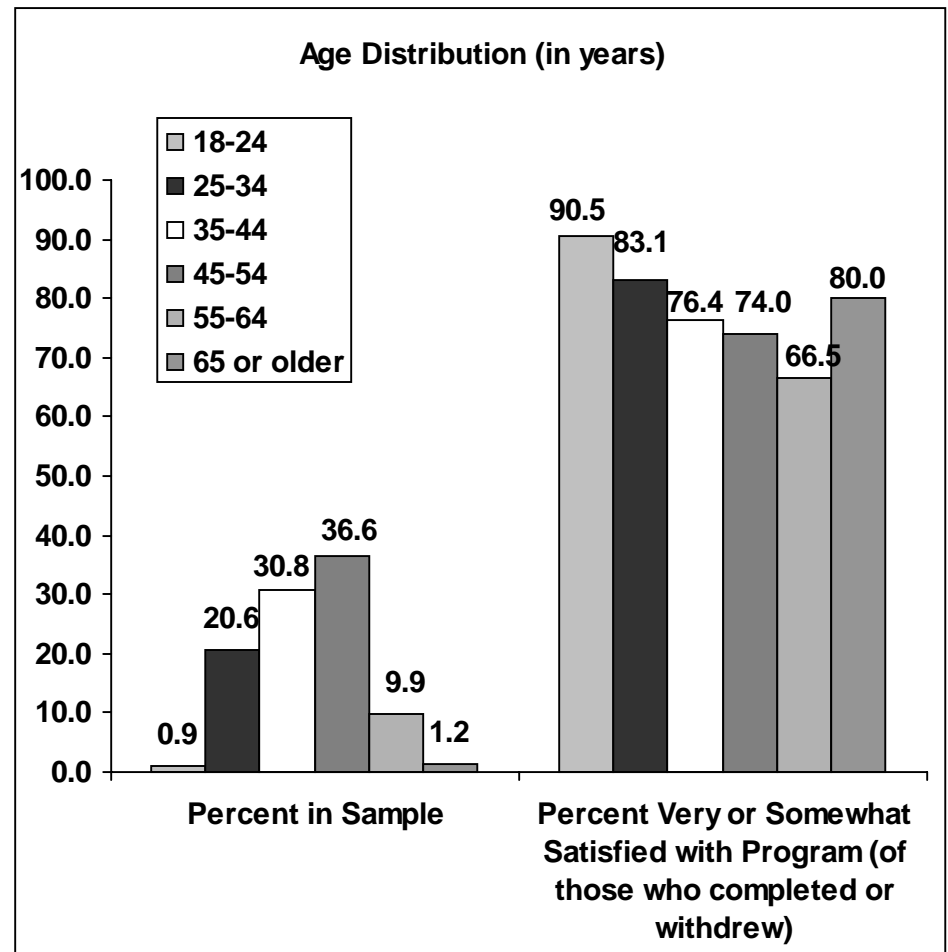
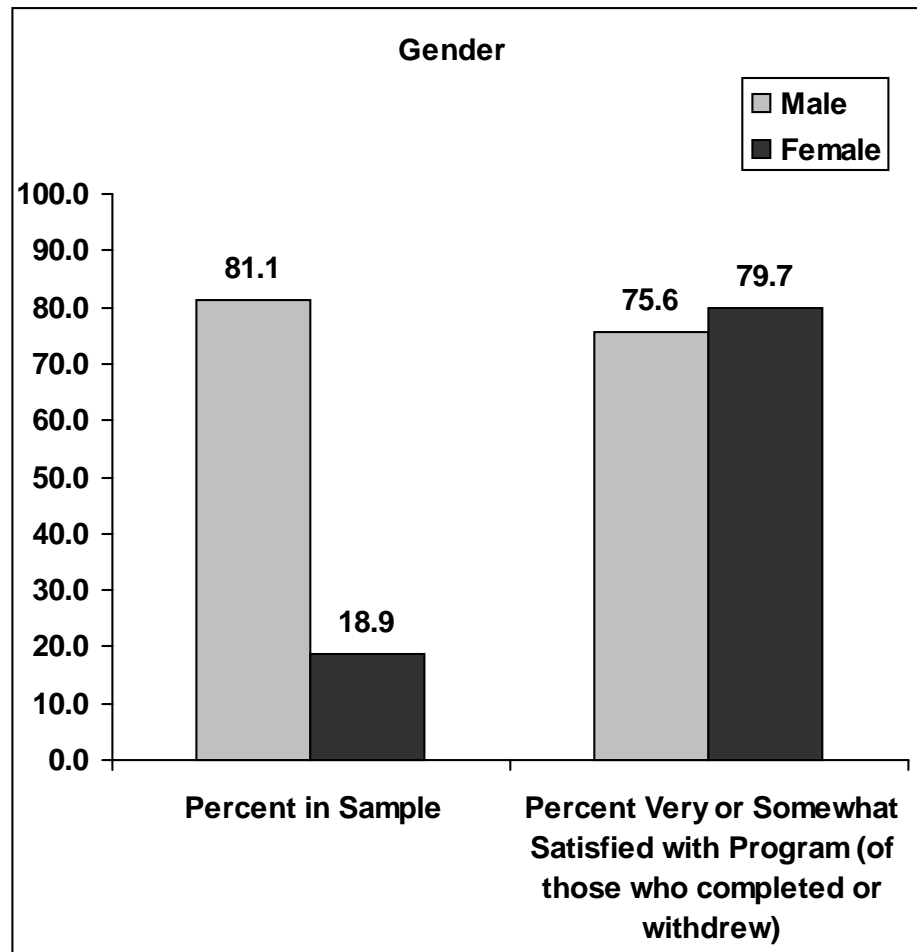
This document presents the results of the 2001 *Survey of Veterans' Satisfaction With the VA Vocational Rehabilitation and Employment Program, Employment Services Phase* for the nation and for each of the nine SDNs on selected survey questions. Data are given for 2001, 2000 and 1999, results for 2001 and 2000 were significance-tested at the national and SDN levels for performance differences between the two years.

The data in this report were collected from October of 2001 to January of 2002 using mailed questionnaires. The total population of 6,461 persons who were in the employment services phase or who were deemed rehabilitated within the previous four months were included in this survey administration. This included those who interrupted or discontinued the program at any time between the period the sample was drawn and data collection was complete. The entire population was included in order to yield data at the RO level for this particular phase. A total of 3,146 respondents completed the Employment Services Phase questionnaire for a response rate of 57.3 percent.

The questionnaire was designed by VBA and is based on information gathered from focus groups with veterans and front-line VR&E employees. It was then tested for clarity and relevance in cognitive interviews with veterans, and then pretested in the field from June to August 1999. Using the information from the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the questionnaire. Other minor changes have been made since the pretest which are detailed in the national reports produced by Caliber Associates. The final Employment Services questionnaire is included in this report in Appendix B.

It should be noted that the quantitative data shown in this report represent valid measurements of various elements of customer satisfaction and, as such, are more reliable than qualitative sources of information such as comment cards or focus groups. Survey results provide data used to monitor VBA's performance against customer service standards, drive regional office improvement in customer service, and provide the customers' views of organizational performance as required by GPRA. The data also provide much-needed customer measures for populating VBA's "balanced scorecard", evaluating VBA's ongoing business process reengineering (BPR), case management, Reader Focused Writing (RFW), and related initiatives.

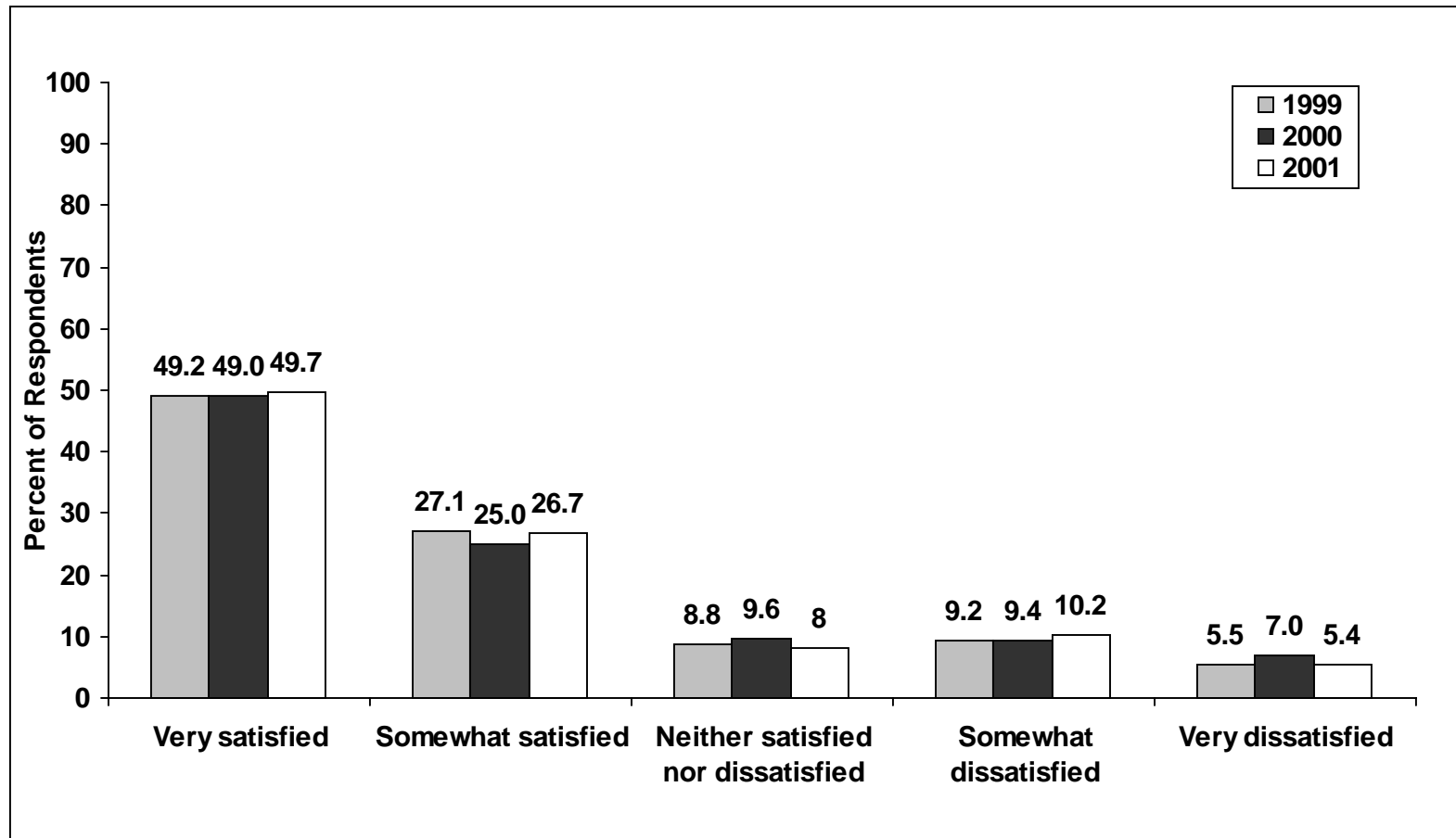
Respondent Characteristics by Satisfaction with VR&E Program



- The majority of the respondents were men (81.1 percent) but a greater percentage of women were very or somewhat satisfied with the program as a whole (79.7 percent vs. 75.6 percent).
- The majority of the respondents were between the ages of 35 and 54 (67.4 percent), and there is a significant difference in the overall satisfaction of those aged 25-34 (83.1 percent) and those aged 55 to 64 (66.5 percent). The number of respondents in the youngest and oldest groups is too small (under 20 respondents) to compare their percentages with the other age groups.

Satisfaction with VR&E Program

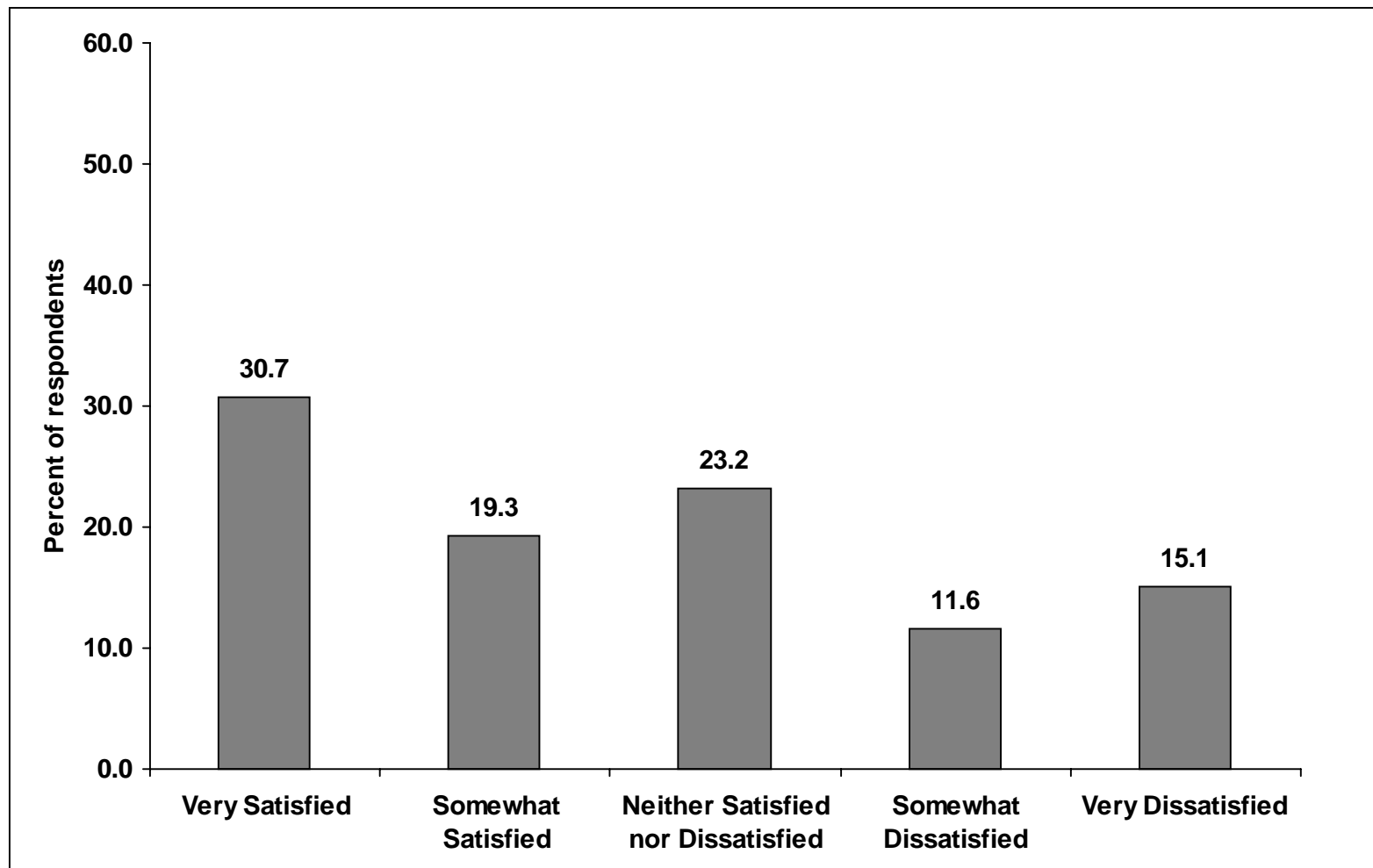
Overall Satisfaction with VR&E Program as a Whole
(of those who completed or withdrew from the program), 1999-2001



Taking into account only those respondents who have had a “start to finish” experience with the program (respondents who have either completed the program or have permanently withdrawn), almost half (49.0 percent) were very satisfied with the VR&E program as a whole. The percentages of those satisfied does not differ significantly from 1999 to 2000.

Satisfaction with Employment Services

Overall Satisfaction with Employment Services, 2001



This question was revised in the 2001 survey administration to ask about the respondents' satisfaction with the employment services received throughout the entire program, not only during the job ready phase. Overall, 50.0 percent of respondents were very or somewhat satisfied with the employment services received during their program.

Satisfaction with Employment Services

Introduction to Quadrant Analysis

Quadrant analysis is a useful tool in determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the employment services part of the program, and
- 2) **Performance:** a variable's topbox percent (the percent of people who answered positively to the question).

Importance is measured by variable correlations with *overall satisfaction with employment services*. These correlations determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger that variable's relationship is with the overall satisfaction with employment services. *Variables that have stronger correlations are considered to have higher importance.*

Performance is measured by the percentage of respondents who responded positively to a performance item. Topbox percents represent how well VA is performing within a given area (for example, the percent who received all or most of the information they needed from their contact with the counselor). *The higher the percent, the better VA is performing.*

The quadrant analysis is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

Quadrant I: Critical Improvement Areas (high importance, low performance)

Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal line in the plot represents importance and is placed at .50, which indicates relatively high correlation. The vertical line represents performance and is placed at 70.0 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer items in each quadrant. The plotted numbers within each section of the graph correspond with the performance items listed below. These numbers also refer to the question numbers used in the questionnaire.

Satisfaction with Employment Services

Items in Quadrant Analysis

Quadrant I contains fourteen (14) items on which VA is not performing as well as it could be, but which significantly impacts veterans' satisfaction with employment services.

- **Question 15** Counselor gave good information and advice.
- **Question 16** Counselor is knowledgeable regarding job search methods and techniques.
- **Question 17** Counselor is knowledgeable regarding employment markets.
- **Question 18** Counselor has provided assistance according to respondent's individual needs.
- **Question 23** Counselor is flexible.
- **Question 24** Counselor is resourceful.
- **Question 25** Counselor is available when needed.
- **Question 26** Counselor is concerned about quality of job placement.
- **Question 29** Respondent got all or most of needed information from meetings with counselor.
- **Question 34** Respondent got all or most of needed information from primary method of contact with counselor.
- **Question 38** Counselor provided assistance throughout job search (of those who needed assistance).
- **Question 39** Counselor monitored respondent's progress throughout job search.
- **Question 48** Specialist/counselor was very or somewhat helpful in finding respondent's current job (of those who needed help).

- **Question 50** Very or somewhat easy for respondent to obtain information from VR&E program.

Quadrant II contains nine (9) items on which VA is performing well and which are important to overall satisfaction. VA should maintain current practices and resources for these items so that performance does not decline and negatively affect satisfaction.

- **Question 5** Respondent is very or somewhat satisfied with occupational/vocational goal selected during planning phase.
- **Question 9** Counselor completely or mostly explained all benefits and services available during job ready phase of program.
- **Question 19** Counselor understands respondent's vocational goals.
- **Question 20** Counselor shows a caring and compassionate attitude.
- **Question 21** Counselor listens to respondent's needs and concerns.
- **Question 22** Counselor has communication style that is easy to understand.
- **Question 28** Number and length of counseling sessions is adequate to respondent's needs.
- **Question 33** Counselor was very or somewhat responsive to respondent's primary method of contact.
- **Question 37** Counselor fully addressed all questions, concerns and complaints.

Satisfaction with Employment Services

Items in Quadrant Analysis

Quadrant III contains five (5) items on which VA is performing well but which, while important to overall satisfaction, do not have as great an impact as other items.

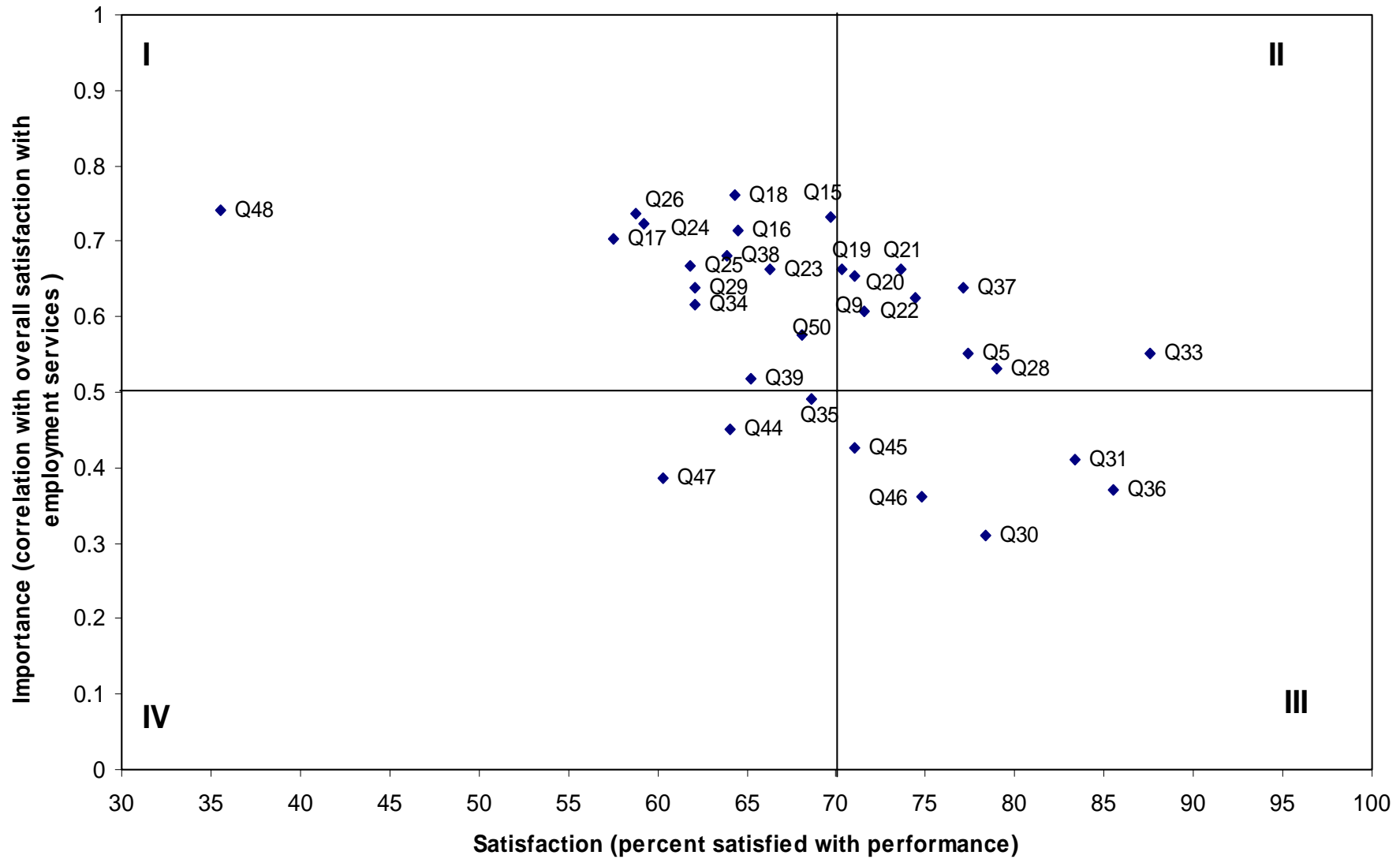
- **Question 30** Location of meetings with counselor was very or somewhat convenient.
- **Question 31** Time scheduled for meetings with counselor was very or somewhat convenient.
- **Question 36** Respondent was able to access counselor's voice mail and have call returned.
- **Question 45** Respondent's current job meets rehabilitation needs (if they have job).
- **Question 46** Respondent's current job suits skills and abilities (if they have job).

Quadrant IV contains three (3) items on which VA is not performing as well as it could, but which are also not considered to have as great an impact on overall satisfaction as other items. There is a lower return on investment in these items, but, given resources, improvement could be sought.

- **Question 35** Respondent able to get needed information on first call or contact with counselor.
- **Question 44** Length of time to find job was very or somewhat reasonable (if they have job).
- **Question 47** Job matches occupational/vocational goal selected during planning phase of program.

Satisfaction with Employment Services

Quadrant Analysis



Satisfaction with Employment Services

Predictors of Satisfaction with Employment Services (Logistic Regression)

Logistic regression is a statistical procedure used to predict the likelihood that an event will occur. The object is to use information from several predictor variables (or, independent variables) to determine which of those variables can correctly predict responses on a dependent variable, this means that by improving performance in certain individual service areas, there is a definite likelihood that we will increase a veteran's satisfaction with the overall process. The logistic regression model tells us which predictor variables relate with the dependent variable and which have the strongest influence.

The logistic regression model presented here used *satisfaction with Employment Services* as the dependent variable. The responses to this variable were dichotomized into either *satisfied* (responses of very or somewhat satisfied) and *not satisfied* (responses of neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied).

Four (4) independent variables were used in this model:

- 1) Your counselor gives you good information and advice.
- 2) Your counselor is knowledgeable regarding employment markets.
- 3) Your counselor has provided assistance according to your individual needs.
- 4) Your counselor is concerned about the quality of your job placement.

Variables in the logistic regression summary table on the next page are presented with their respective **odds ratio statistics** and are **listed in order of predictive strength**. Odds ratios estimate how much more likely an individual is to end up in the group we are trying to predict (satisfaction) than in the other group (dissatisfaction). For example, veterans who felt their counselor was concerned about the quality of their job placement were over three times more likely to be satisfied with employment services than veterans who felt the counselor was not concerned.

The logistic regression summary table also includes a **percent correctly classified as either satisfied or dissatisfied**. This percentage summarizes the "fit" between the actual and predicted classifications of satisfaction/dissatisfaction. The logistic regression procedure uses information from each of the predictor variables in a model and classifies individuals into one of the two target groups (satisfied or not satisfied). It then looks at how each individual was actually classified (how each respondent actually responded) and compares its prediction of a response with the actual response. The closer this percentage is to 100, the more accurate the model is in predicting satisfaction/dissatisfaction.

Satisfaction with Employment Services

Predictors of Satisfaction with Employment Services (Logistic Regression)

Predictor Variable	Odds Ratio
Respondent felt counselor gave them good information and advice	3.66
Respondent felt counselor provided assistance according to their individual needs	3.49
Respondent felt counselor was concerned about quality of their job placement	3.20
Respondent felt counselor was knowledgeable regarding employment markets	2.95

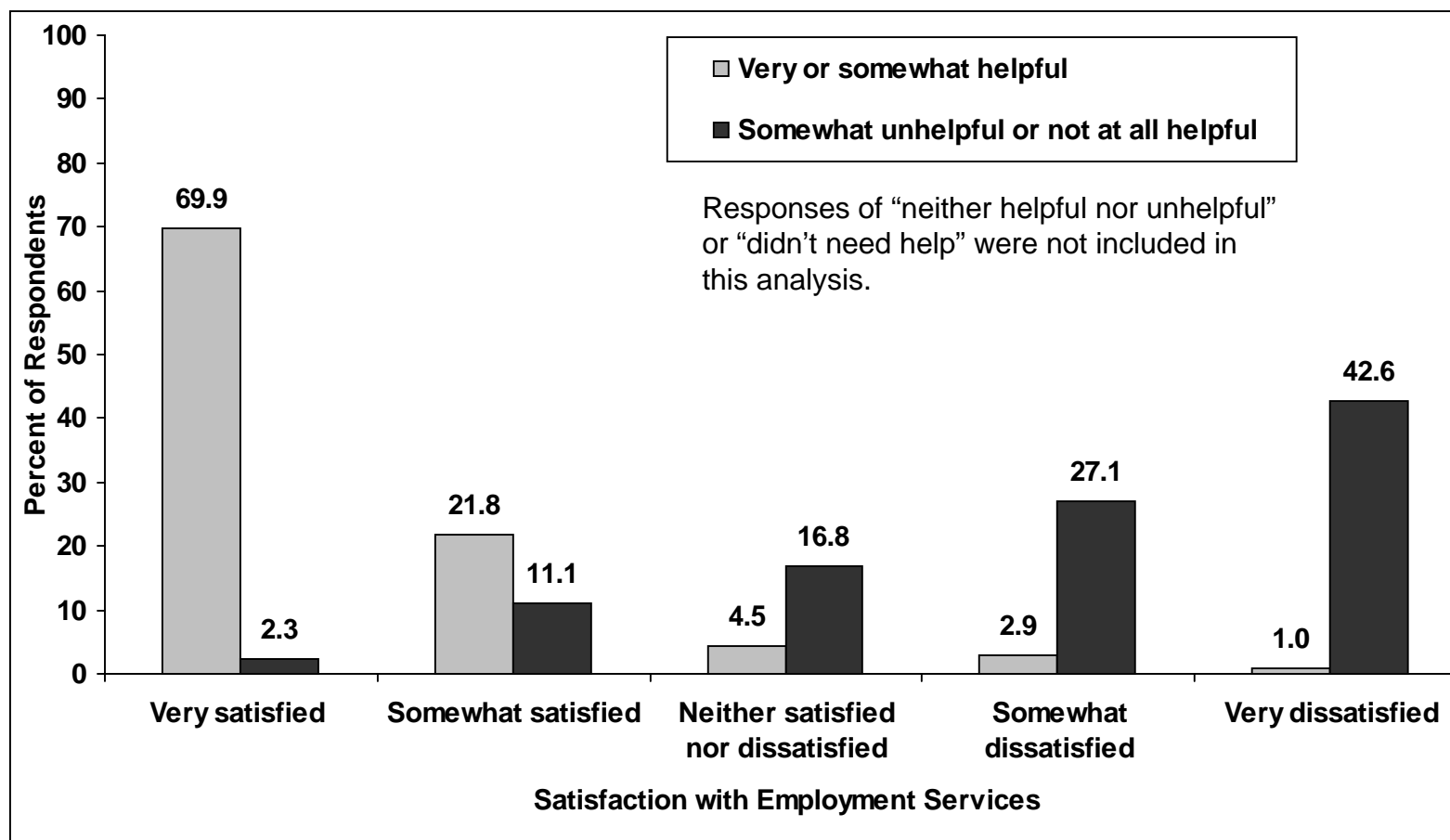
Percent correctly classified as either satisfied or dissatisfied: 83.2%

Number of cases included in this analysis: 1,868

- Considering the effects of all four predictor variables, **the counselor providing good information and advice** was the strongest predictor of satisfaction with employment services. Veterans who thought their counselor provided good information and advice were 3.6 times more likely to be satisfied with employment services than veterans who did not feel they were provided good information.
- Those who felt their counselor provided individualized assistance were 3 and a half times more likely to be satisfied with employment services than those who felt the counselor did not provide individualized assistance.
- Respondents who felt their counselor was concerned about their job placement were over 3 times more likely to be satisfied with employment services than those who did not feel their counselor was concerned.
- Finally, respondents who felt their counselor was knowledgeable regarding employment markets were almost 3 times more likely to be satisfied with employment services than those who did not.

Influences on Overall Satisfaction with Employment Services

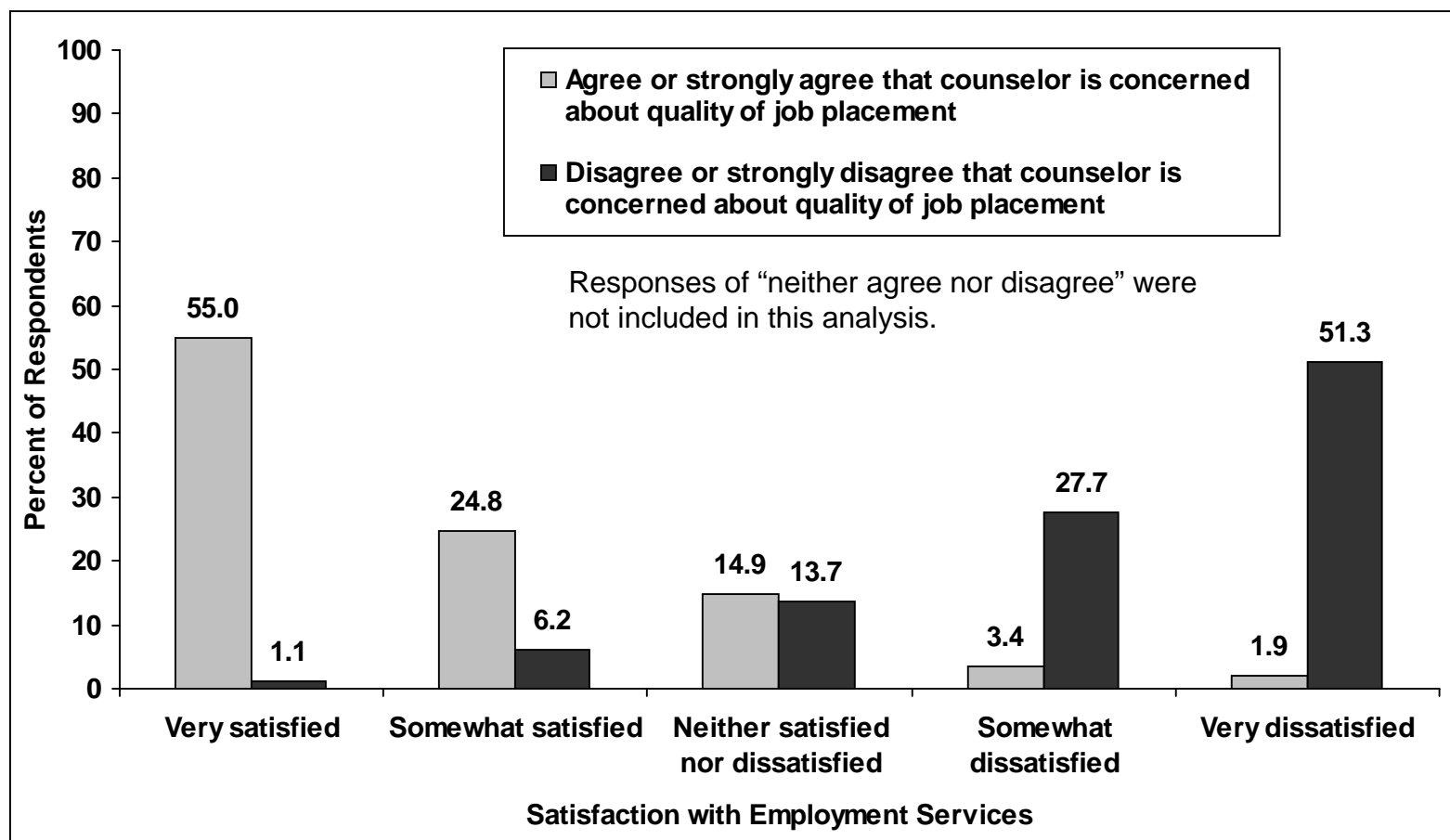
Overall Satisfaction with Employment Services by Helpfulness of Counselor in Finding Respondent's Current Job



Of those respondents who reported that their counselor was very or somewhat helpful in finding them their current job, nine out of ten (91.7 percent) were very or somewhat satisfied with the employment services of the VR&E program. Of those who reported that their counselor was somewhat unhelpful or not at all helpful, two-thirds (69.7 percent) were somewhat or very dissatisfied with the employment services.

Influences on Overall Satisfaction with Employment Services

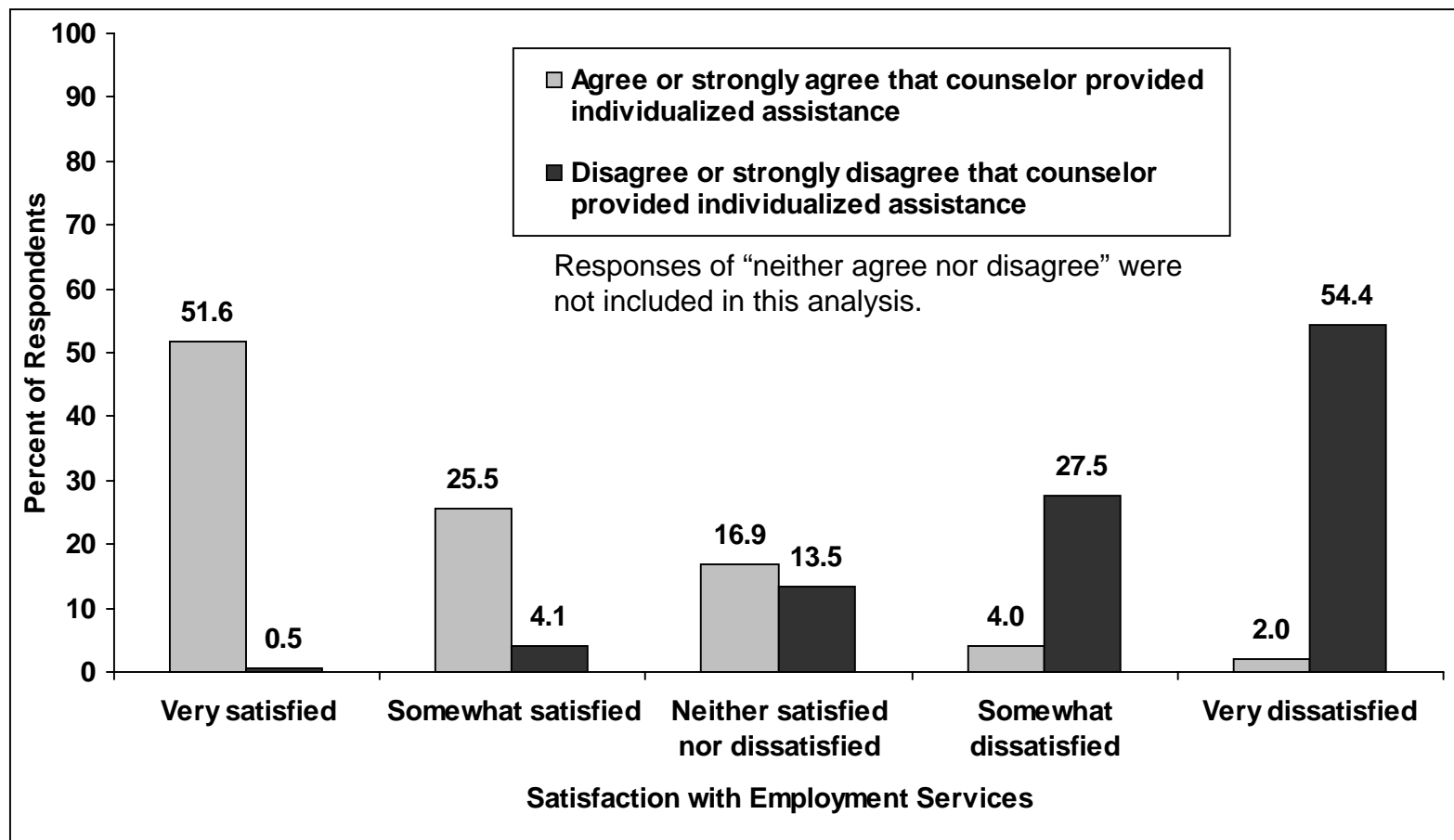
Overall Satisfaction with Employment Services by Whether Respondents Agree that Counselor is Concerned about Quality of Job Placement



Overall, 79.8 percent of respondents were very or somewhat satisfied with the employment services received throughout the program if they thought their counselor was concerned about the quality of their job placement. Of those who did not feel their counselor was concerned about their job placement, over three-fourths (79.0 percent) were very or somewhat dissatisfied with the employment services received.

Influences on Overall Satisfaction with Employment Services

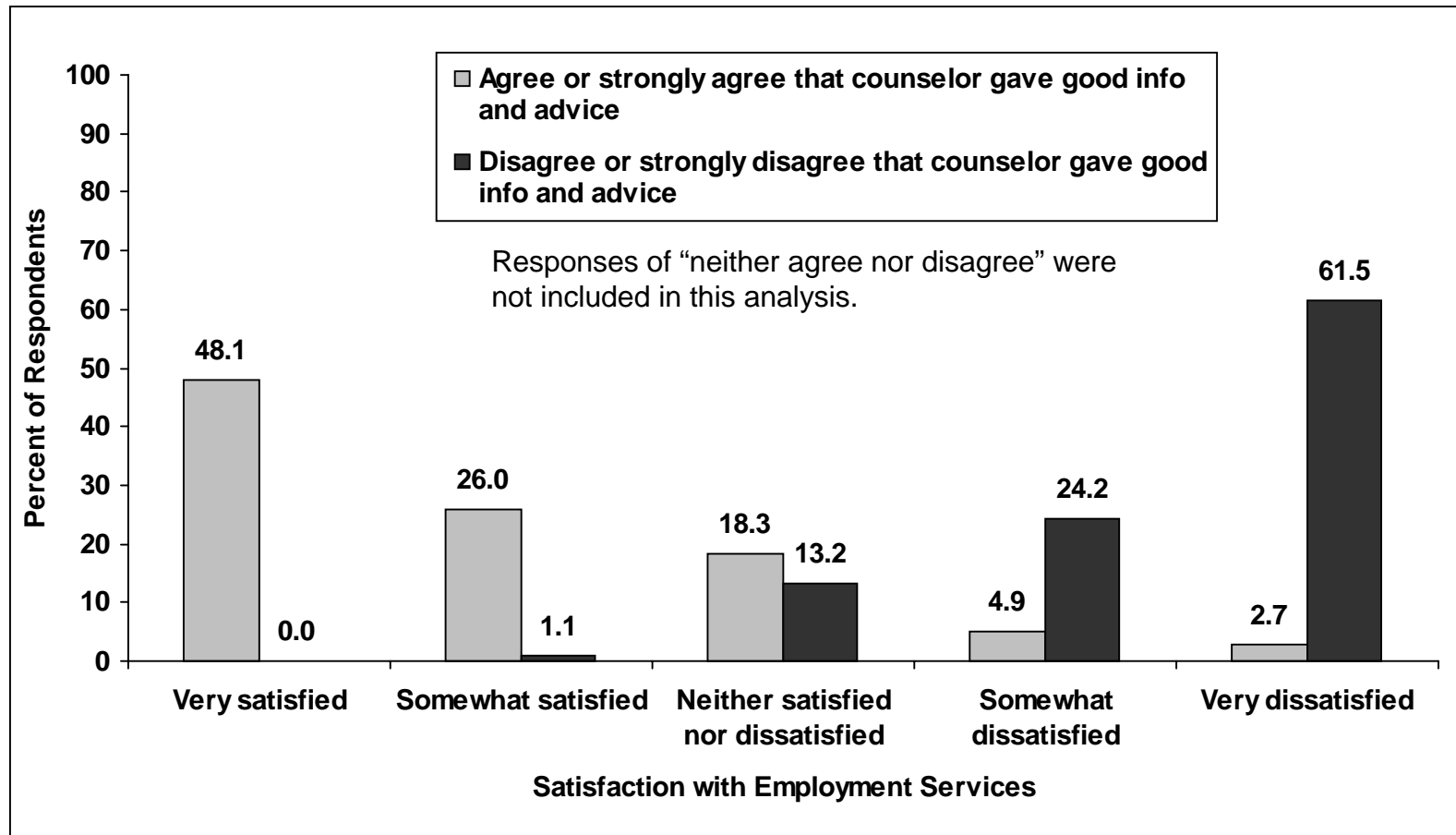
Overall Satisfaction with Employment Services by Whether Respondents Agree that Counselor Provided Assistance According to Individual Needs



Over half (51.6 percent) of those who felt they received individualized assistance from their counselor were very satisfied with employment services. Conversely, 54.4 percent of those who did not feel that they received assistance appropriate for their individual needs were very dissatisfied with the employment services received.

Influences on Overall Satisfaction with Employment Services

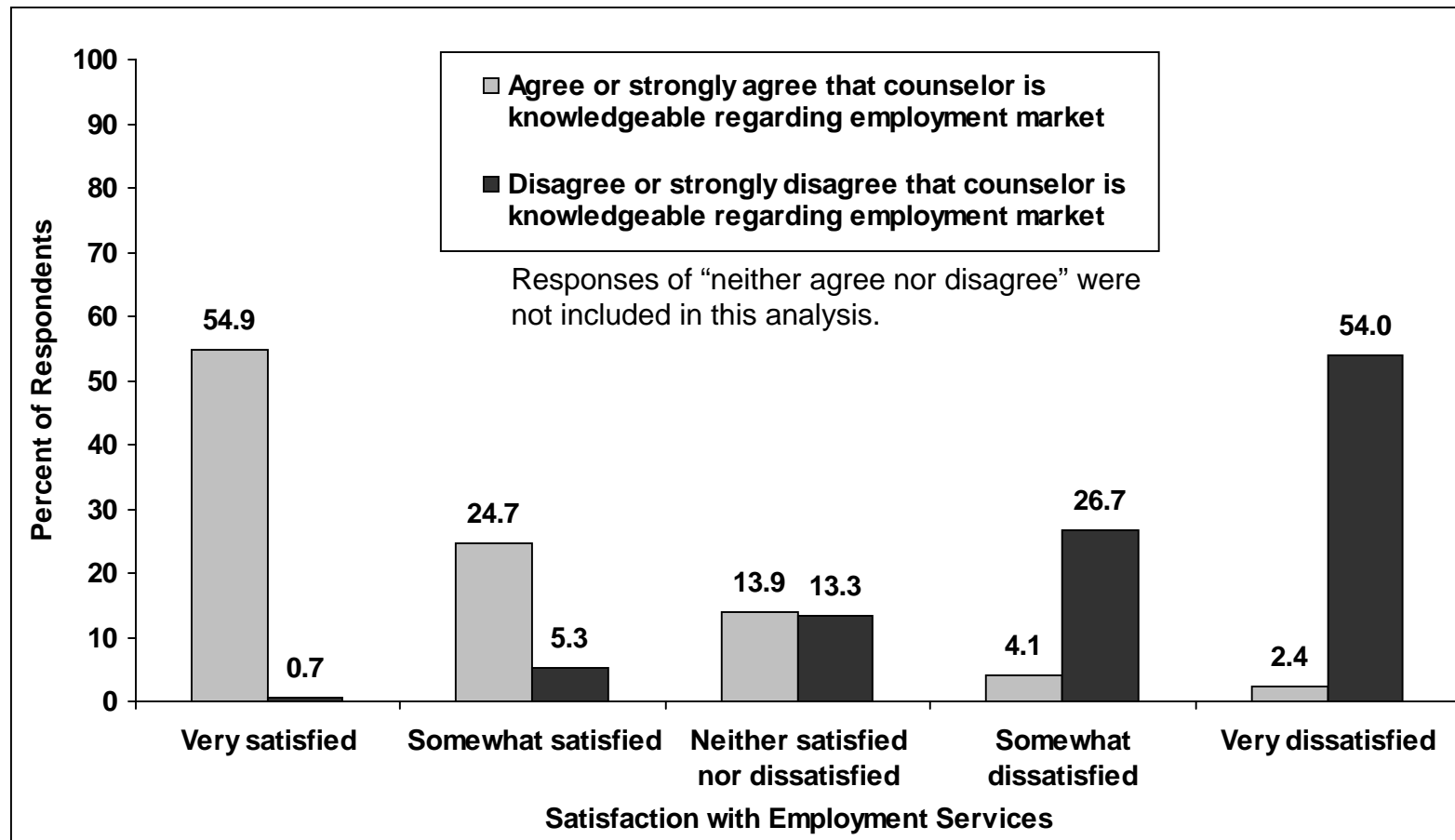
Overall Satisfaction with Employment Services by Whether Respondents Agree that Counselor Gave Them Good Information and Advice



The counselor being able to give good information and advice was very important to respondents. Of those who said their counselor did not give them good information and advice, 85.7 percent reported being very or somewhat dissatisfied with employment services.

Influences on Overall Satisfaction with Employment Services

Overall Satisfaction with Employment Services by Whether Respondents Agree that Counselor is Knowledgeable Regarding Employment Markets



Respondents also were much more likely to be satisfied with employment services if they thought their counselor had a good knowledge of employment markets (79.6 percent) than if they did not feel their counselor was knowledgeable (6.5 percent).

Appendix A: National and SDN Performance Trends on Selected Issues

This Appendix provides national and SDN statistics on all of the questions relating to VR&E performance from the *Survey of Veterans Satisfaction with the VA Vocational Rehabilitation and Employment Program, Job Ready Phase*, for 1999, 2000 and 2001. National and SDN statistics in 2001 were compared with 2000 statistics to identify differences between the two years on key customer satisfaction issues. Significant differences between 2001 and 2000 performance are **bolded** and *italicized*. All other differences (those not bolded and italicized) are due to sampling variability and should not be interpreted as true differences.

The following changes were made to the questionnaire between 2000 and 2001 and should be noted when viewing the data for these questions:

- 1) The question regarding overall satisfaction with employment services (Question 40) was modified in 2001 to ask about satisfaction with employment services received throughout the entire program, not just during the job ready phase, therefore the results from 2000 are not comparable.
- 2) The response choice of “didn’t need help” was added to the answer scale for question 48 in 2001, therefore results for that question are not entirely comparable to the previous years.

NOTE: Answer choices of “don’t know”, “not applicable”, and other similar choices were not included in the calculations of any of these percentages.

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q5 Very or somewhat satisfied with occupational/vocational goal selected during planning phase of program										
1999	74.9	82.8	76.8	76.2	78.8	71.2	76.6	77.7	68.2	72.1
2000	73.8	84.4	75.0	70.2	75.0	69.6	78.2	74.5	70.8	72.2
2001	77.4	79.9	80.4	74.8	81.7	76.4	81.2	75.1	78.1	72.1
Q9 Counselor completely or mostly explained benefits and services available during employment services phase										
1999	70.7	78.5	67.6	62.8	73.1	68.9	72.6	71.8	66.0	74.6
2000	69.0	76.5	67.5	63.4	69.1	64.3	75.9	72.8	65.5	68.8
2001	71.6	77.3	71.6	69.6	72.9	69.7	77.6	72.1	69.7	67.5
Q15 Respondent strongly agrees or agrees that counselor gives them good information and advice										
1999	69.3	80.4	69.6	64.0	72.2	63.4	69.3	71.2	62.3	72.6
2000	68.5	79.9	68.7	66.1	72.9	66.4	74.4	67.5	63.0	66.9
2001	69.7	78.7	73.2	69.0	68.5	66.7	79.8	69.1	66.2	62.0
Q16 Respondent strongly agrees or agrees that counselor is knowledgeable regarding job search methods and techniques										
1999	65.5	76.5	62.9	56.7	65.3	58.2	71.2	71.1	58.4	67.4
2000	64.4	78.4	65.8	63.6	68.1	58.2	69.3	66.5	56.8	63.0
2001	64.5	70.2	64.3	61.2	63.4	60.9	72.7	66.7	61.1	61.8
Q17 Respondent strongly agrees or agrees that counselor is knowledgeable regarding employment markets										
1999	57.1	62.6	53.7	54.2	58.5	54.0	56.5	62.3	49.8	61.0
2000	56.2	64.1	55.7	53.6	61.7	53.8	60.2	57.1	50.1	56.3
2001	57.5	61.0	57.5	54.8	55.8	55.7	64.4	59.1	57.5	52.8
Q18 Respondent strongly agrees or agrees that counselor has provided assistance according to their individual needs										
1999	60.5	73.8	63.4	54.3	61.5	57.6	64.0	62.1	51.9	61.1
2000	60.1	70.1	57.5	54.1	62.4	60.1	68.9	60.3	54.4	59.5
2001	64.3	74.0	65.4	63.9	64.8	59.1	75.0	65.2	60.1	57.1
Q19 Respondent strongly agrees or agrees that counselor understands their vocational goals										
1999	67.7	79.9	66.3	59.8	71.3	64.3	73.2	70.1	60.2	68.0
2000	67.2	75.4	62.3	63.4	71.5	68.9	70.9	67.5	65.6	64.7
2001	70.3	76.9	71.4	67.1	73.5	66.3	81.9	67.7	67.1	65.3

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q20 Respondent strongly agrees or agrees that counselor shows a caring and compassionate attitude										
1999	71.1	79.9	75.6	61.3	76.1	69.0	70.8	73.3	64.0	73.0
2000	67.7	79.4	68.2	63.6	69.1	68.3	71.9	64.4	66.8	64.6
2001	71.0	76.9	73.3	71.0	69.9	64.7	81.2	73.5	67.6	64.0
Q21 Respondent strongly agrees or agrees that counselor listens to their needs and concerns										
1999	72.6	81.0	74.6	65.6	75.8	71.7	75.0	78.4	63.5	71.9
2000	68.9	80.7	69.3	67.9	73.3	68.0	75.8	66.0	67.5	62.7
2001	73.6	79.5	79.3	70.4	74.2	71.1	85.1	72.7	67.5	67.6
Q22 Respondent strongly agrees or agrees that counselor has a communication style that is easy to understand										
1999	74.4	79.9	77.5	70.1	76.3	73.9	74.1	75.5	66.7	77.4
2000	73.2	85.2	70.1	71.7	78.2	72.2	76.6	71.2	72.0	69.8
2001	74.4	78.1	79.4	71.7	73.8	72.1	84.0	75.6	71.4	67.3
Q23 Respondent strongly agrees or agrees that counselor is flexible										
1999	66.2	74.5	69.4	60.9	69.4	62.0	70.8	69.0	56.8	66.8
2000	64.5	78.8	67.5	59.4	66.7	62.4	72.2	62.9	60.2	60.9
2001	66.3	73.5	69.8	65.6	65.6	63.6	74.7	62.0	64.5	61.5
Q24 Respondent strongly agrees or agrees that counselor is resourceful										
1999	59.8	68.7	60.4	52.5	60.1	52.7	65.6	61.8	52.5	63.0
2000	57.5	68.2	57.5	52.7	61.6	53.5	62.9	58.0	53.9	55.8
2001	59.2	65.3	65.8	57.4	57.1	57.9	69.3	57.2	55.8	52.0
Q25 Respondent strongly agrees or agrees that counselor is available when needed										
1999	61.4	66.8	68.7	52.4	64.6	59.0	64.6	61.4	51.9	64.8
2000	58.8	68.4	60.4	50.8	61.0	61.3	65.5	59.4	53.0	57.2
2001	61.8	66.1	67.0	60.2	65.4	57.8	69.4	59.2	58.6	57.4
Q26 Respondent strongly agrees or agrees that counselor is concerned about the quality of their job placement										
1999	59.3	72.5	62.1	47.6	61.2	55.2	65.2	61.2	51.9	59.7
2000	58.0	69.5	56.8	53.3	63.4	56.4	66.2	57.0	54.4	54.1
2001	58.8	64.1	64.5	55.5	56.6	54.3	70.3	59.6	55.8	52.0
Q28 Number and length of in-person meetings adequate to meet counseling needs										
1999	79.4	91.7	78.5	74.6	84.3	73.8	83.0	81.0	73.4	78.9
2000	77.6	84.4	82.5	74.0	81.3	78.6	84.4	75.5	76.1	71.3
2001	79.0	82.5	79.4	76.7	76.1	81.6	83.7	79.9	78.4	74.7

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q29 Respondent gets all or most of needed information from these meetings										
1999	63.2	77.4	62.5	60.7	67.6	62.0	76.4	67.3	52.6	56.2
2000	61.7	65.6	60.3	56.7	66.4	65.4	70.9	61.7	57.9	57.4
2001	62.1	62.5	68.3	61.2	62.8	60.8	74.5	60.0	57.9	55.0
Q30 Location of meetings very or somewhat convenient										
1999	78.6	84.2	82.4	71.3	82.9	77.6	86.5	73.6	76.6	76.7
2000	78.0	81.3	83.2	70.9	76.9	80.6	87.2	74.6	78.6	73.4
2001	78.4	76.7	85.7	78.2	82.1	79.7	85.8	70.4	77.5	74.1
Q31 Time scheduled for meetings very or somewhat convenient										
1999	84.1	88.0	89.0	76.0	87.9	81.1	89.9	85.9	76.6	84.8
2000	83.3	88.5	88.0	81.1	83.6	85.0	87.7	82.0	80.7	80.1
2001	83.4	85.0	86.5	78.4	82.1	86.5	90.0	78.3	84.2	81.1
Q33 Counselor very or somewhat responsive to respondent's primary method of contact										
1999	86.6	91.0	89.0	81.8	88.9	85.2	87.2	88.5	80.2	88.3
2000	85.5	94.7	84.2	85.4	90.2	84.4	85.3	84.4	84.6	83.2
2001	87.6	91.7	92.7	86.8	90.1	89.4	88.3	85.9	85.2	83.4
Q34 Respondent got all or most of needed information from primary method of contact										
1999	60.6	71.3	61.8	51.1	67.0	64.4	64.5	66.4	48.9	58.1
2000	61.1	68.9	58.4	57.9	64.7	61.9	68.9	59.8	58.4	58.1
2001	62.1	65.0	67.6	65.0	61.2	59.5	67.2	63.7	56.4	56.6
Q35 Able to get needed information on first call or contact										
1999	66.6	75.8	69.8	58.5	70.0	66.1	68.5	73.4	58.9	63.6
2000	65.9	75.0	65.1	66.7	70.1	62.8	70.8	64.2	62.0	63.9
2001	68.6	66.7	73.7	68.8	74.3	61.2	71.9	72.3	65.2	64.8
Q36 Able to access voice mail and have counselor return call										
1999	82.0	89.7	85.0	76.9	72.7	81.6	78.5	86.0	82.2	82.1
2000	83.1	91.4	84.6	84.0	81.9	80.7	82.3	78.8	82.5	84.5
2001	85.5	90.3	90.3	81.9	88.2	87.0	85.2	85.9	85.2	79.9
Q37 Counselor fully addressed all questions, concerns and complaints										
1999	73.6	86.4	73.8	67.7	77.7	70.3	75.8	77.5	64.2	73.6
2000	72.8	83.2	71.9	69.1	76.6	71.5	81.3	71.8	69.8	68.5
2001	77.1	80.5	80.6	73.4	78.2	74.6	85.0	78.3	78.1	68.4

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q38 Counselor provided assistance throughout job search										
1999	65.3	78.3	61.1	51.9	64.7	57.5	69.2	70.6	60.1	69.4
2000	61.7	76.2	62.2	52.9	61.4	54.2	70.3	64.3	54.3	64.7
2001	63.9	73.6	69.7	58.3	60.8	62.1	70.3	65.4	59.4	59.4
Q40 Very or somewhat satisfied with employment services received during the program										
1999										
2000										
2001	50.0	51.7	51.0	49.5	47.9	50.5	58.1	51.1	46.0	46.1
Q44 Length of time to find job was very or somewhat reasonable										
1999	63.7	65.1	68.7	63.8	68.3	60.3	66.9	65.7	57.8	60.9
2000	63.3	68.6	63.9	56.0	66.4	62.3	62.7	66.4	60.1	65.5
2001	64.1	64.5	64.0	63.4	70.2	58.0	66.8	61.6	68.4	60.4
Q45 Job meets rehabilitation needs										
1999	67.2	71.0	69.3	62.7	73.0	63.8	75.3	72.8	58.7	62.5
2000	69.4	77.7	68.0	63.1	76.3	62.9	71.7	67.7	70.4	69.5
2001	71.0	68.5	74.6	67.8	74.7	66.3	75.2	72.7	74.6	63.6
Q46 Job suits skills and abilities										
1999	70.5	75.9	69.8	65.8	70.4	69.2	73.7	75.3	65.8	70.0
2000	72.9	79.0	70.2	65.2	73.2	70.3	74.0	72.0	76.9	73.8
2001	74.8	74.9	75.7	70.9	75.5	70.7	78.2	74.7	79.3	71.4
Q47 Job matches occupational/vocational goal selected during planning phase										
1999	56.4	64.6	58.4	50.7	59.7	52.9	61.9	60.3	49.4	54.0
2000	59.7	64.1	58.5	56.2	63.1	52.7	64.4	57.5	62.3	59.1
2001	60.3	63.4	61.8	54.3	62.5	58.8	63.6	59.2	64.6	55.1
Q48 Employment specialist/counselor was very or somewhat helpful in finding respondent's current job (scale change from 2000 to 2001)										
1999	38.5	46.5	37.4	23.5	40.8	28.1	44.1	46.2	32.1	43.5
2000	27.2	40.4	27.5	20.7	21.3	22.4	31.4	30.0	22.7	31.4
2001	35.5	38.7	32.9	32.9	36.6	30.0	36.6	37.4	33.0	42.1
Q50 Very or somewhat easy to obtain information from VR&E program										
1999	66.7	76.1	69.4	61.5	75.1	61.1	69.2	72.5	55.1	66.8
2000	64.8	76.1	62.0	61.9	70.8	64.2	67.9	67.4	59.0	62.4
2001	68.1	75.5	66.4	67.8	73.1	61.7	71.5	71.7	64.9	64.7

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q56 Respondent feels VR&E program much better or better than expected										
1999	47.8	56.1	53.0	44.9	49.4	42.5	52.1	51.6	38.8	46.9
2000	47.9	56.3	49.7	43.2	50.2	45.0	55.0	50.5	43.2	44.6
2001	49.7	55.7	52.6	48.8	52.0	46.3	55.7	48.1	50.5	41.7
Q57 VR&E program met respondent's rehabilitation needs										
1999	69.4	79.0	72.5	69.1	73.9	63.8	73.1	74.4	60.8	65.7
2000	69.7	82.0	69.2	63.9	74.3	65.0	76.1	70.2	69.1	64.5
2001	71.2	74.0	73.1	71.0	71.1	68.2	77.1	71.5	73.4	63.5
Q60 Respondent's career goals met										
1999	33.9	41.8	32.9	31.2	34.0	34.1	35.8	35.7	32.5	31.0
2000	37.1	46.9	34.4	32.4	38.0	33.2	38.6	39.0	39.9	33.7
2001	36.8	35.1	37.9	37.2	36.7	34.2	44.7	31.9	40.2	33.3
Q61 Very or somewhat satisfied with VR&E program (of those who completed or withdrew)										
1999	76.4	86.5	78.8	75.5	82.3	71.2	81.5	82.0	63.8	73.2
2000	74.0	81.6	73.1	72.4	78.3	69.2	78.5	79.3	70.3	69.4
2001	76.4	82.2	81.9	77.1	78.7	74.2	79.4	74.6	73.8	71.1
Q64 Respondent would recommend program to other disabled veterans										
1999	90.1	96.5	89.4	92.2	93.2	86.9	91.4	92.0	85.2	89.0
2000	89.9	95.5	90.9	88.5	93.6	89.2	91.8	89.6	89.5	85.5
2001	92.4	94.4	93.8	93.0	94.4	90.1	96.7	92.7	90.7	88.3

Appendix B: VR&E Job Ready Phase Questionnaire
